

# Green Care Code of Ethics

Approved by the Annual General Meeting of Green Care Finland ry in Tampere on 13 April 2012

This Code of Ethics applies to all Green Care service providers. In addition to the Code of Ethics, service providers are obligated to study the codes of ethics for their own industries and comply with high professional ethics in their professional fields.

## 1. Relationship with the environment

### **Appreciating the stimulating nature of the environment**

Humans are part of the environment. Green Care aims to reinforce the original relationship between people and the environment. Green Care is based on the stimulating nature of natural elements and/or the fact that they promote wellbeing.

### **Natural environment and accountability**

Green Care service providers must take into account the impact of their operations on the environment and promote retention of the environment for future generations. Service providers must seek sustainable solutions. The business operations must take into account local aspects, cultures and people, as well as their opportunity to make a living. When operating in a natural environment, Green Care service providers must respect environmental values and rights, such as the public right of access.

### **Respecting and protecting animals**

In Green Care, animals are cooperation partners instead of utility articles. The duty of Green Care professionals is to ensure the wellbeing, comfort and safety of animals, as well as to ensure that operations comply with the Animal Welfare Act and Animal Welfare Decree. A Green Care service provider who trains or uses animals in their work must have sufficient knowledge of the animals and their training, care and wellbeing requirements.

## 2. Professionalism

### Professional approach

Green Care service providers must work in a professional manner and comply with laws, statutes and good business practices. They must be honest about the limitations of their professional competence to themselves and others. They must practice business in a responsible and committed manner. Green Care service providers must maintain and develop their professional skills and understanding by, for example, regularly reading relevant journals for their sectors and participating in professional training or events arranged by trade organisations. Furthermore, they must ensure that the competence of their employees is developed and do their part in transferring their professional skills to future generations.

Green Care service providers must describe the services they provide to their customers in a manner which ensures that the customers clearly understand the content, foundation and goals of the operations. Green Care service providers must carefully consider the applicability of the Green Care methods for each customer, taking into account their personal limitations and needs.

### Using the methods in a goal-oriented and responsible manner

Green Care operations are always goal-oriented and responsible. Special care must be taken when selecting the methods and the operating environment. The methods must be based on research data. All requirements and guidelines set for the methods must be followed.

### Quality and safety

‘Safety’ refers to mental, physical and social safety. Green Care service providers offer their customers safe products and services of a high quality. They work in a manner that ensures the achievement of set goals. They regularly assess the quality and safety of their work. They also familiarise themselves with the development of the quality of Green Care operations.

### Cooperation between service providers

Green Care service providers promote good relations and cooperation between all the service providers in the industry. They value the expertise of the other service providers and support them in their work and professional development. Green Care service providers maintain and increase the value of Green Care operations through their own actions.

### **3. Customer relations**

#### **Appreciating experiences and participation**

Wellbeing effects are generated via the act of participation and the experience itself. A professional also needs to promote participation that increases the customers' opportunity to influence decisions and actions concerning their lives. People are entitled to make independent decisions when using the services, provided that the decisions they make do not contradict with any wellbeing, safety or social guidelines.

#### **Understanding and accepting human rights**

Green Care professionals must always treat their customers fairly, regardless of their status, life situation, gender, age, religious views, culture, race, convictions and opinions. Green Care service providers are obligated to defend the needs of their customers insofar as this is possible with the resources available. They must oppose discrimination and strive to prevent and eliminate it. Green Care service providers must protect their customers' right of self-determination and freedom also in ideological issues and refrain from using violence in any form.

Green Care professionals must take into account all aspects of their customers' lives and face them not only as individuals but also as part of their family and the surrounding society. They must assist customers in identifying and developing their strengths.

#### **Confidentiality**

Green Care professionals must protect the confidentiality of their customer relations and comply with their confidentiality obligations. When surrendering information, Green Care service providers must comply with privacy protection legislation.